## "The Advocate"

OFFICE OF OMBUDSMAN AND ADMINISTRATIVE REVIEW (OOAR)
KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)



### **CHFS News!!**

#### **LOGO CONTEST!**

Looking for a creative artist to design a logo for the Office of Ombudsman and Administrative Review". The winner will receive a reward and recognition. Submit entries to Executive Director: <a href="mailto:smulder@ky.gov">smulder@ky.gov</a>

### Exciting News!!

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The Division of Program Performance submitted a Residence-Based Office (Telecommuting) Proposal that has granted them the ability to telecommute on a permanent basis effective June 1, 2020. Currently, 50 staff members plan to participate which will free up approximately 44 office spaces in the local DCBS agencies. This will save the Cabinet a lot of money and allow the staff to be separate and more objective in their work as evaluators of federal programs.

### **Helpful TIPs!!**

Visit <u>www.kycovid19.ky.gov</u> for updated information guidance related to COVID19.

Subscribe here to the Healthy

@ Home TIP from Secretary
Friedlander

Contact <u>KEAP</u> for help with personal/work-related concerns.



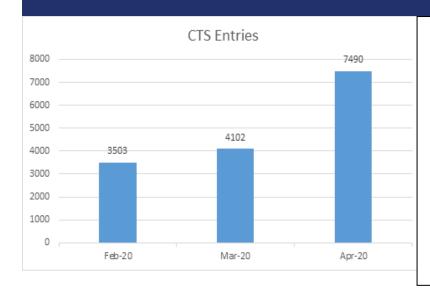


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### **COVID Responses**

Sherry Carnahan (Branch Manager) and her team in the Complaints Review Branch (CRB) have been working evenings and weekends to address Kentuckians who contact CHFS. Staff within the Quality Advancement Branch, Division of Program Performance, Mr. Bob Blackburn in IRB Services, and Division of Administrative Hearings under the Office of the Ombudsman have pitched in to help them respond to the increased contacts due to COVID19. TEAM WORK MAKES THE DREAM WORK!

The bar chart below shows the increased entries in our Complaint Tracking System (CTS) from February to April 2020 of public contacts to our usual CHFS Listens, calls, and emails. I will need to highlight that the chart below does not include the new email account that was set up to respond to COVID-19 (KYCOVID19.ky.gov) questions on behalf of the Department of Public Health and it received approximately 9, 992 emails in the month of April.



# Sherry Carnahan, Manager & Complaint Review Branch:

Keisha Conley Randi Cummins Melissa Burgess Jessica Tumey Crystal Emberton Erica Turner Steve Fisher Jamie Sadler Tiffany Smith Rodney Moore Abigael Patton Sarah Moreno Lee West Kimberley Lockhart Angela Larison Shannon Smith

#### **STAFF SPOTLIGHT**



Ms. Carolyn Vose, Division of Administrative Hearings Administrative Specialist III, began her tenure with state government in 2012 after years of working as a teacher in New York and a paralegal in the private sector after she moved to Kentucky. Carolyn was assigned to assist with the COVID inbox emails in addition to various other duties. She has done an exceptional job assisting the residents of Kentucky with COVID related questions. Thanks for your dedication to the Office of the Ombudsman, Carolyn!

Crystal Emberton Hardy is transferring from the Office of Ombudsman and Administrative Review to the Department of Community Based Services on June 15, 2020. She has been a state employee for 7 years. She recently earned her Masters of Social Work through the University of Missouri, completing practicums with the Homeless and Housing Coalition of Kentucky and the Kentucky Coalition Against Domestic Violence. She resides with her spouse and three children in Frankfort where she serves as a Board Member for the Second Street School PTSA. Crystal enjoys following UK sports, eating vegetarian food, and being obsessed with her bull terrier.



#### WORD OF THE MONTH

**Ombudsman** - comes from the Swedish word *ombudsman*, meaning "legal representative" often appointed by a government or organization to investigate complaints made by individuals in the interest of the citizens or employees. www.vocabulary.com

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